

**Notice of Allowability**

Application No.

10/632,615

Applicant(s)

SCHOENEGER ET AL.

Examiner

Brian T. O'Connor

Art Unit

2619

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Applicant's amendment filed on 11/02/2007.
2. ☒ The allowed claim(s) is/are 1-6,8-10,12-66,68-81 and 83-93.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some\* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date 7/25/2005 7/11/05, 1/18/05, 1/18/04, 9/7/04;
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material 9/7/04;
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_.
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_.

6/29/04;  
6/17/04;  
5/12/04;  
3/22/04;  
3/5/04; 11/24/03; 10/23/03; 9/29/03

**DETAILED ACTION**

**EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Alan Lenkin (Reg. Nbr 40,063 representing Applicant) on 12/05/2007.

The application has been amended as follows:

The specification has been amended with the text show in the 4-page attached appendix.

Note: The Examiner's amendment is made to enter changes in response to previous objection.

Authorization for this examiner's amendment was given in a telephone interview with Alan Lenkin (Reg. Nbr 40,063 representing Applicant) on 12/07/2007.

The application has been amended as follows:

**With respect to claim 63**, on line 12 delete the text

"d. receiving a voice call from the customer wherein at least one gateway"  
and insert the text

"d. receiving a voice call from a customer wherein at least one gateway".

**With respect to claim 64**, on line 11 delete the text

"provides the application server with the availability status of the at least one node  
and the"

and insert the text

"provides an application server with an availability status of the at least one node and a".

Note: The Examiner's amendment is made to resolve an informality in claims 63 and 64.

***Allowable Subject Matter***

2. The following is an examiner's statement of reasons for allowance:

The prior art of record does not disclose or fairly suggest the combination of a contact center with at least one hub configured to receiver and route communications from a customer where the hub has at least one server configured to receiver customer communications, at least one gateway configured to receiver a voice call from a customer, at least one router coupled to the server and the router is configured to normalize communications from the customer, and an application server coupled to the router where the application server is configured to route the communications based upon a set of routing criteria and the application is configured with ACD software that matches at least one node to the communications and the node is coupled to the hub and the node is configured to receiver the communications in addition to routing the communications to a group of agents as recited in independent claims 1, 15, 36, 63, and 64.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Brian T. O'Connor whose telephone number is 571-270-1081. The examiner can normally be reached on 9:00AM-6:30PM, M-F, 1st Friday off.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hassan Kizou can be reached on 571-272-3088. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

BTO  
Brian T. O'Connor  
December 6, 2007  
Patent Examiner

EDAN . ORGAD  
SUPERVISORY PATENT EXAMINER

